

This program is too complex and what should be a simple procedure of giving discounts to all public libraries and library systems is complicated by the paperwork and the nasty way that simple mistakes are treated by the people responding to calls. We are customers rather than as adversaries. The program was intended to help public libraries and library system rather than hindreing them. Many of the libraries in our system will not even apply because the forms are too complicated and take so much time. A block grant program to public libraries and library system, managed by the state library division would make much more sense. The library division in Wisconsin could administer the funds in a much easier and fairer way than is currently done by people who answer the phones and e-mails. Theydon't seem to understand how complex the forms and the website are. The small public libraries are the real victims because they have given up even trying to fill out the forms. Why are there so many forms? The multiple forms mean that there is an even great chance that some clerical errors will occur. The messages are confusing on the e-rate website. The people on the phone are of very little help. After complaining to one person, I was referred to a second person, who referred me to a third person, who stayed on the phone for 45 minutes with me, and then said he couldn't help. A waste of my time and his.

- The SLD's current policy of rejecting FRNs which include more than 30%